



# **PSC NEWS**

## **Missouri Public Service Commission**

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Contact: Kevin Kelly

Phone: (573) 751-9300

Governor Office Building, Suite 600

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**FOR IMMEDIATE RELEASE**

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### **HEARING SCHEDULE REVISED IN PSC STAFF COMPLAINT AGAINST LACLEDE GAS COMPANY OVER ESTIMATED BILLING PRACTICES**

JEFFERSON CITY—The Missouri Public Service Commission will hold hearings on **October 11, 2006** and **October 12, 2006**, in a PSC Staff complaint against Laclede Gas Company. Hearings were originally scheduled for October 10-11, 2006.

The PSC Staff complaint alleges Laclede violated Commission rules regarding estimating customer natural gas bills. Staff is seeking a Commission order authorizing the PSC's General Counsel to go to circuit court to seek penalties against Laclede.

Under Commission rules, if a utility is unable to obtain an actual meter reading for three consecutive billing periods, the utility is to advise the customer by first class mail or personal delivery that the bills being rendered are estimated, that the estimation may not reflect the actual usage and that the customer may read and report gas usage to the utility on a regular basis. In addition, rules require the utility to attempt to secure an actual meter reading at least annually.

The PSC Staff alleged in its complaint, "Laclede has failed to provide in a timely manner the required notification that estimated bills may not reflect actual usage and that the customer may read and report usage on a regular basis. Laclede has also failed to attempt to secure an actual reading at least annually".

**The October 11-12, 2006 hearings will be held in Room 310 of the Governor Office Building, 200 Madison Street, in Jefferson City.** The Governor Office Building meets accessibility standards required by the Americans with Disabilities Act. If someone needs additional accommodations to participate in these hearings, please call the Public Service Commission's hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearings.

Laclede Gas Company serves approximately 631,000 natural gas customers in the City of St. Louis as well as the Missouri counties of St. Louis, St. Charles, Butler, Iron, Franklin, Jefferson, Madison, St. Francois and Ste. Genevieve.